

OFFICE OF GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 13-65

September 26, 2013

To: All Regional Directors, Officers-in-Charge,
and Resident Officers

From: Anne Purcell, Associate General Counsel

Subject: Regional Use of SMART Boards

This memorandum is to encourage Regions to explore the ways in which SMART Boards can enhance Regional training and casehandling. In addition to making training more effective, they can be put to a myriad of uses during both the decision making process and litigation. With regard to decision making, the use of Smart Boards at agendas can enable participants to jointly review affidavits and other materials from case files. This is particularly helpful in complex cases where jointly reviewing and annotating FIRs or agenda outlines and noting which allegations have merit can avoid confusion about agenda determinations. During trials, SMART Boards can be used to make opening statements more effective and to present demonstrative evidence more clearly.

To illustrate some of the ways that SMART Boards are being used in casehandling, OED has produced a video of a presentation that Region 28 staff made to Region 27 concerning its use of Smart Boards. The video can be found on the Insider at <http://nlrbnet.nlr.gov/http://nlrbnet.nlr.gov/EmpDev/ALL%20MP4/2013-09-13%20SMART%20Board%20Uses.mp4>. Feedback from those who have seen the video so far has been very positive. Regions are strongly encouraged to view the presentation and to discuss how SMART Boards might be used effectively in their offices.

We recognize that in order to maximize the benefit of SMART Boards, employees need to become comfortable connecting them and using their touch screen features. OED has produced an [excellent video](#) containing step-by-step instructions on how to connect a SMART Board to a laptop and launch the SMART Board's interactive software. These instructions can also be found on a four-page "[Quick Start Setup Guide](#)" which Regions should print and keep next to their SMART Boards. Both the video demonstrating the setup and the Quick Start Setup Guide are on the Insider on this new page: <https://insider.nlr.gov/smart-boards>.

Even with these very helpful resources, learning new technology can be intimidating. Therefore, we recommend that each Region solicit volunteers who will learn how to use the technology and teach it to professional employees. These volunteers should schedule a mutually convenient time with each professional

employee to demonstrate how to connect a laptop to the SMART Board and to launch and use the interactive software. It would be helpful for the person receiving the training to repeat those steps under the guidance of the volunteer. Supervisors and managers should encourage employees to use the SMART Boards as much as possible during agendas so that all professionals can become proficient and feel comfortable using them in hearings.

Since the use of PowerPoint slides can enhance training, opening and closing statements, and other presentations, employees should be encouraged to learn PowerPoint once they have become comfortable using Smart Boards. Training on basic and advanced use of PowerPoint is available through [Skillport](#).

If you have any questions about this memorandum, contact your AGC or Deputy. If you have technical questions about using your SMART Board, contact Rob White at 202-273-4000 or rob.white@nrlb.gov.

/s/

A.P.

cc: NLRBU